

FREQUENTLY ASKED QUESTIONS

1) Are the treatments covered by insurance?

Treatments are not covered by Manitoba Health, social assistance or Status. If you have private insurance, check your plan for physiotherapy coverage. If you prefer, our receptionist can check your coverage for you.

2) Do you have direct billing to my insurance company?

Blue Cross and Great West Life allow us to bill them directly. All others require you to pay each visit and submit your receipts for reimbursement.

3) Do I need a doctor's referral?

Blue Cross coverage does not require a referral, but most other insurance companies do. Check with your plan administrator, or your insurance representative to review your coverage.

4) How do I get coverage if my injury occurred at work?

Once you have filled out a Workers Compensation Board incident report with your employer, you will need to be assigned a WCB claim number. (You can get this by calling 1-800-362-3340 from 8am – 7pm). We require this claim number prior to your first visit, which will be automatically covered by WCB. Claim approval is required from WCB before any further treatment is provided. If your claim is approved, you are automatically covered for up to 15 treatments. If you require more than this, we will submit a request for additional funding, which is subject to WCB approval.

5) How do I arrange coverage if my injury is the result of a motor vehicle accident?

Contact MPI to report a Bodily Injury Claim and you will receive a claim number. (note: this will be different from your Vehicle Claim Number) Have this claim number available when you book your physiotherapy appointment.

6) How can I access your services?

We schedule by appointment only. Call us at **204.725.2098**.

7) How many treatments will I need?

Following your assessment, the therapist will propose a treatment plan. If you have any funding concerns, please inform the therapist so that this can be taken into consideration.

8) What should I bring?

Your insurance policy/contract/ID numbers
Your Manitoba Health number (6 digits)
WCB or MPI claim number.
Shorts, tank tops, and gowns are available – if you prefer, bring your own.

9) What forms of payment do you accept?

We accept: Cash, Interac, Visa, MasterCard